

مركز الإمارات العالمي للاعتماد

Emirates International Accreditation Center

متطلبات اعتماد جهات منح شهادات المطابقة للأفراد العاملين في المجالات ذات العلاقة بمعدات العاب
الملاهي

Accreditation requirements for certification bodies providing certifications of Persons
Fairground & Amusement Equipment

EIAC-RQ-CB-009

Signatories	
Approved:	Head of Certification Bodies Accreditation Department

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1 Scope

- 1.1 This document is applicable to certification bodies providing/intends to provide certification to persons working the he field of fairground and amusement equipment industry such as ,but not limited to,;
- Funfair Safety Officer;
 - Funfair operation supervisor;
 - Ride Operator;
 - Ride/device attendant;
 - Amusement equipment technician;
 - Soft play area attendants;
 - Skill games and arcade games attendants;
 - Rescue and Evacuation Personnel.
 - Refer to Appendix A for Dubai scheme and the related category.
- 1.2 EIAC accepts the certification schemes (criteria) that the certification bodies are using for certifying the above-mentioned persons. However, Dubai based CBs are obliged to make their schemes compatible with the "guideline on safety in events & play areas scheme document" issued by the Public Health & Safety Department of Dubai Municipality and any specific requirements & applicable regulations/laws issued by the Dubai or UAE governmental authorities.
- 1.3 In case the certification body is based outside Dubai and intends to offer similar certification services in respective country; then local regulations/ laws of respective country shall also be applicable.

2 Definitions

All definitions given in ISO/IEC 17024: 2012 are applicable.

2.1 Certification Body

For the purpose of this accreditation, certification body (CB) is an organization that implements ISO 17024:2012 and provides certification to persons working in the field of fairground and amusement equipment operation.

2.2 Shall

The term “shall” is used throughout this document to indicate those provisions, which, reflecting the requirements of Dubai Accreditation Department (EIAC) Criteria is mandatory.

2.3 Interested Parties

For this certification scheme interested parties includes members from certification bodies, training companies, certified person, employers of certified person, owners of funfair area, first aid providers, trainers, consultants, relevant governmental authority etc.

2.4 Funfair Safety Officer;

The person in charge of health & safety and directly responsible for all safe operation of the attractions within the funfair, inspection and daily checking and incident reporting.

2.5 Funfair operation supervisor;

The person appointed to supervise the operation activity for an area with more than one ride/attractions with responsibility of ensuring the implementation of the facility policy along with the manufacturer operation recommendations.

2.6 Amusement equipment operator (often called Ride Operator);

The person appointed by the controller (owner or concessionaire of the ride/device) to be in charge of the operation of a ride or device at all times when it is intended to be available for the public.

2.7 Amusement equipment attendant (often called ride/device attendant);

The person appointed to work under the supervision of an operator, to assist in the operation of a device available for use by the public.

2.8 Amusement equipment technician

The person appointed to undertake the maintenance responsibility in different areas of the attraction and the surrounding area.

2.9 Scheme requirement

The issued scheme the relevant regulatory body.

3 General Requirements

- 3.1 The certification body applying for accreditation under this scheme must have a management system in compliance with ISO 17024:2012.
- 3.2 The certification body shall employ suitable and qualified technical and administrative staff.
- 3.3 The certification body shall have at least one permanently employed qualified examiner for this scheme as well as one decision maker. Where the minimum qualification and experience shall not be less than what is indicated in each category.
- 3.4 Each examiner or decision maker shall undergo a specific training from the CB itself on how to properly apply their related rules in the management system.
- 3.5 Before applying for accreditation, the applicant CB must have met the following conditions:
- Operating a certification scheme/similar certification scheme for at least three batches of persons in the category in which they are seeking the accreditation.
 - Carried out minimum one internal audit as per requirements of applicable accreditation criteria and one management review.
 - Conducted at least one review of risks to impartiality/potential conflict of interests, with consultation/participation of balanced interested parties.

4 Examination and Certification Process:

4.1 Examination process:

- 4.1.1 Only authorized examiner within the accredited CB can conduct the examination, no examiner under training shall conduct examination independently
- 4.1.2 Training and examination/certification activities shall be segregated in the event that the CB has a training activities offered. In this case trainers “who may qualify as examiners” shall not examine any of the candidates they have trained for a minimum period of two years after the training;
- 4.1.3 CB's shall have on board at least one examiner and one decision maker as stated above where the CB may apply for all or part of the categories as per the certification scheme;
- 4.1.4 In case candidate did not pass the examination from the first time, re-examination shall be conducted within a period not more than 30 days from the date of the examination result. In this case the exam conducted shall be different than the one initially administered;

4.2 Certification Process:

- 4.2.1 Competency certificate shall only be issued after successful completion of all examination and certification process
- 4.2.2 The issued competency certificate shall fulfill the requirement of ISO/IEC 17024 in addition to the following:
 - 4.2.3 Identification photo;
 - 4.2.4 Name of the certified person;
 - 4.2.5 Date of birth for the certified person;
 - 4.2.6 The name of the certification body;
 - 4.2.7 Issue date of the certificate and the expiry date;
 - 4.2.8 The date of the examination and re-examination “if applicable”
 - 4.2.9 Certificate category;
 - 4.2.10 Any restriction or limitation on the use of the certificate in accordance with the examination and the evaluated competency of the certified person;
 - 4.2.11 Examination location;
 - 4.2.12 The reference to the certification scheme, ISO/IEC 17024 and relevant EIAC requirement;
 - 4.2.13 Unique identification number for each issued certificate for the certified person;

- 4.2.14 Clearly defined liability clause of the certification body;
- 4.2.15 Statement that the certificate shall not be reproduced except in full without the approval of the certification body and the client;
- 4.2.16 Statement that “The certificate exclusively relates to the examination and certification process on the equipment in which the candidate were examined, the facility owner shall ensure familiarity of their certified operator of the specific ride/device operation procedure”.

5 Requirements for Technical Competence of CB Staff

5.1 Requirements for Examiners

5.1.1 The CB shall ensure that examiner meets the following requirements:

5.1.2 Education and Qualification: Minimum education and qualification as listed in the category in which he/she is assigned as examiner;

5.1.3 Work Experience: Experience in his assigned category as listed above and as an instructor or examiner for at least two years.

5.1.4 Note: If the examiner does not have prior experience as instructor or examiner or is short of experience then total five years working experience in his assigned field may be acceptable;

5.1.5 Familiar with the certification scheme, EIAC requirements, relevant international standard and best practices;

5.1.6 Thorough knowledge of the relevant examination methods and examination documents;

5.1.7 Attended training courses/sessions on how to conduct an examination for the scheme;

5.1.8 Free from any interest so that he can make impartial and non-discriminatory judgments during the examination.

5.2 Requirements for Certification Decision Makers

5.2.1 She/he shall meet all education, qualification and experience for the examiner.

5.2.2 Those who makes the certification decision shall not have participated in the examination or training of the candidate. She/he shall be free from any interest so that they can make impartial and non-discriminatory judgment during the decision making process.

6 Development and Maintenance of a Certification Scheme

- 6.1 The certification body shall have documented scheme for certification of persons.
- 6.2 EIAC accepts the certification schemes (criteria) that the certification bodies are using for certifying the persons in their respective country.
- 6.3 However, Dubai CBs are obliged to make their schemes compatible with scheme outline document issued by the Public Health & Safety department of Dubai Municipality “DM-PH&SD-GU01-SEPA” and any specific requirements & applicable regulations/laws issued by the Dubai or UAE governmental authorities.
- 6.4 In the event of non-availability of a national scheme the CB may adapt the same scheme issued “DM-PH&SD-GU01-SEPA”.
- 6.5 The CB shall fully document the procedure and protocol for conduct of examinations. The procedure and protocol shall cover the prior arrangements, conduct of examinations and post examination activities.
- 6.6 The CB shall have fully documented procedure and protocol for all types of examinations including written and practical. CB's may administer written and practical examination on the same day or in different days.
- 6.7 The CB shall develop and maintain a question bank for each category to be used in examinations.
- 6.8 The question bank shall have as many questions for respective elements of examinations sufficient to design examinations for minimum three batches of candidates.
- 6.9 This means at least three set of question papers shall be generated / re-generated after every review of the question bank (refer to 6.7).
- 6.10 The questions data available in question bank shall be reviewed and up dated at least on six monthly basis. The CB shall have a documented system for such reviews.
- 6.11 Each question paper shall contain at least 100 questions. Written question paper shall be balanced for the category of examination that covers basic operation, emergency, rides specific procedure, weather limitation, evacuation procedure, customer service, handling customers with determination...etc. Practical exam shall cover situations like normal operating procedure, emergency situations and evacuation drills.
- 6.12 While each written exam is for each individual separately the practical examination may be a team with assigned tasks depending on the category for each candidate.
- 6.13 The confidentiality and integrity of examinations shall be ensured all times during examinations.
- 6.14 The detailed record of examinations of each candidate shall be maintained as following:
- a) For written examination the record shall include the question papers/answer sheets and marking with total score.

- b) For practical examination, the record shall include the details of actions/moves performed by the candidate with detailed information of all right and wrong actions/moves and the examination result as pass or fail.
- 6.15 Detailed record of decision making for individual candidate shall be maintained with clear certification decision for each candidate.
- 6.16 The certification body shall require that all applicants who are based in UAE must submit the following documents along with duly filled application for certification:
- Passport copy with visa residence page/Emirates ID card/Labor Card;
 - Colored photograph (not older than six months);
 - Proof of training;
 - Evidence of working experience.
- Note1: Candidates from other countries shall submit valid identification document issued by the relevant governments.*
- Note2: Application validity shall not exceed 60 calendar days from the date of applicant signature.*
- 6.17 The passing criteria for the written examination is minimum 75% while practical examination has pass and fail criteria where candidates are required to demonstrate their full ability in all area without jeopardizing safety of himself, associates and the guest/patrons.
- 6.18 Certification result shall not take more than 7 working days from the date of the examination whilst the issued certificates shall not take more than 5 working days from the date of result.
- 6.19 The card shall have a clear statement which declares the competent fields the card holder have and any restrictions if applicable.
- 6.20 The CB shall conduct recertification before the expiry of certificate.
- 6.21 The examiner shall check the identity of the candidate at the time of examination as per the submitted documents and photograph.
- 6.22 The examination shall be a combination of written and practical exams. The method of examination shall be in line with approved certification scheme outline document and this document.

7 EIAC Accreditation Process for Certification Bodies

- 7.1 After receiving accreditation application and associated documents from applicant CB, EIAC shall conduct application review and document review.
- 7.2 Once CB's documents are found in compliance with standard ISO 17024 and EIAC requirements, EIAC shall conduct on-site initial accreditation assessment.
- 7.3 Note: Before initial accreditation assessment, the CB can request pre assessment. Pre assessment is an optional short duration visit.
- 7.4 On-site initial accreditation assessment include assessment of management system including certification process in CB's office and witness of examinations.
- 7.5 After completing assessment, EIAC assessment team shall provide assessment findings to CB.
- 7.6 The CB is required to take corrective actions for assessment findings.
- 7.7 Once EIAC assessment team is satisfied with the corrective actions taken by the CB and it has closed the findings, the lead assessor shall submit the case file of CB for accreditation decision.
- 7.8 Upon positive decision, the accreditation certificate shall be issued by the EIAC.
- 7.9 EIAC shall conduct annual surveillance assessments and a reassessment before the expiry of accreditation certificate.

8 Use of EIAC Accreditation Symbol

The accredited CB is entitled to use EIAC accreditation symbol in conjunction with its own logo on the certificates issued under accreditation scope & scheme in line with EIAC-RQ-GNL-002. Before using EIAC accreditation symbol or any reference to EIAC accreditation symbol, the accredited certification bodies are required to take formal approval from EIAC for the use of EIAC accreditation symbol or any reference regarding EIAC accreditation. [Ref: Doc. EIAC-RQ-GNL-002]

9 Obligations of Certification Body

- 9.1 The Certification Body shall have clear rules for the fees charged for the examination/re-examination services and for the issuance of the Competency Certificate/ Failure Report; and the terms of payments for each. Fees charged by Certification Body shall be for the examination and certification services and not for the sake of issuing a Certificate/Report; the fee shall be chargeable even if a certificate is withheld.
- 9.2 Accredited certification bodies are required to submit quarterly accumulated reports containing certification details and updated list of authorized examiners under EIAC accreditation on prescribed formats on 10th January, 10th April, 10th July and 10th October every year.

10 Appendix A:

10.1 General

10.1.1 The Scheme is developed to cover one of the essential rule of the certification bodies by maintaining adequate training record and competency certificates for the individual working in the fairground and amusement equipment operation field as defined under the scope clause 1.1.

10.1.2 The developed scheme requires the CB to ensure the competency of those specific individuals listed below:

10.1.3 Candidates are required to demonstrate the effective reading and understanding of their duties;

10.1.4 Candidates are required to demonstrate their duties and responsibilities during the practical examination;

10.1.5 Practical examination may be grouped depending on the types of rides/devices. For example rides less than 3G acceleration with no complex movement and rides with acceleration more than 3G with complex movement (refer to EIAC fairground and amusement equipment accreditation requirements for more details). CB's are required to develop their practical examination in-line with the issued scheme requirement to demonstrate the competency of the candidate/certified person within the category they develop.

10.1.6 In order for the CB to comply with the average practical examination hours, they shall develop their practical examination to cover the range of rides/devices in case no limitation on the certificate issued. For example, CB's shall examine the candidate on three different rides (complex with acceleration more than 3G, non-complex with acceleration less than 3G and one kiddie or family ride) in order to grant full range of operation certification without limitation. For other categories, CB shall develop criteria of selection of rides or devices to justify the evaluation against rides or devices within the category under examination.

10.1.7 Duties examined shall include:

- a) Pre-opening and closing procedure;
- b) Understanding their respective duties in-case of emergency and evacuation;
- c) Normal control of the ride as well as the control in-case of emergency;

10.2 Accepted training record:

10.2.1 CB's shall have clear criteria of accepted onboard trainers through selection, training, formally authorizing and monitoring of trainers as independent process from any certification or examination. Trainers shall not fall short from the pre-requisite of the candidate in each category they are authorized to train on.

10.2.2 CB's shall ensure that each applicant has adequate training record prior accepting him as a candidate for examination. Adequate training records shall be, but not limited to, one of the followings:

- 10.2.3 An approved training program from Public Health and Safety Department of Dubai Municipality;
- 10.2.4 An approved training program from the funfair area management where this shall be in accordance with the international standard, manufacturer requirements/recommendation and the accepted practices considering the topics that is required to be covered in each category (refer to clause 10.3.2 – 10.3.6 for detailed topics);
- 10.2.5 An approved training program from the accredited CB;
- 10.2.6 An approved training program from the manufacturer of the rides or other internationally recognized organization in same filed.
- 10.2.7 Training outcome shall be in a form of record for all stages of the completed training and shall not be recorded as training attendance or training completion certificate.
- 10.3 Certification categories:
- 10.3.1 For the purpose of scheme application as listed in clauses 4.1 and 4.2, the following requirements are applicable related to each category.
- 10.3.2 Category 1: Funfair Safety Officer

Sub category	Required qualification and experience prior training	Minimum training hours
Category 1.1: All related rides that falls under Level 1 and 2 for amusement equipment as per EIAC-RQ-IB-006. Permanent or temporary funfair area or amusement park.	Engineering degree (Mechanical, Electrical or civil). First aid qualification as per the local requirement where the certification scheme is applied. Minimum 3 years' experience in operation, supervision or inspection of amusement equipment.	24
Category 1.2: All related rides/devices that falls under Level 3 and 4 for amusement equipment as per EIAC-RQ-IB-006 Permanent/Temporary funfair area	Diploma in engineering discipline (Mechanical, electrical or civil). First aid qualification as per the local requirement where the certification scheme is applied. Minimum 1 years' experience in operation, supervision or inspection of amusement equipment.	24

Training record in this category shall clearly show the completion of the below topic as minimum:

- 10.3.2.1 LOCKOUT TAGOUT procedure;
- 10.3.2.2 Electrical hazards and electrical risks associated with amusement rides/devices;
- 10.3.2.3 Proper use of PPE's (Personal Protective Equipment's);
- 10.3.2.4 Manual handling;
- 10.3.2.5 Lifting equipment's and loading & unloading procedure;
- 10.3.2.6 Work at height;
- 10.3.2.7 Dealing with hazardous materials;
- 10.3.2.8 Working in confined space;
- 10.3.2.9 Rules in case of emergency;
- 10.3.2.10 Preparation of technical reports;
- 10.3.2.11 General rules and responsibilities for funfair area safety officer.
- 10.3.3 Category 2: Funfair area supervisor and amusement equipment operator and attendant

Sub category:	Required qualification and experience prior training	Minimum training hours
Funfair area supervisor	<ul style="list-style-type: none"> - Bachelor degree in any discipline. - One year experience in amusement equipment operation. - Valid amusement equipment operator certificate from an accredited CB. - First aid qualification as per the local requirement where the certification scheme is applied. 	12
Amusement equipment operator	<ul style="list-style-type: none"> - Secondary school. - Six month experience in amusement equipment operation or 50 working/training hours under direct supervision of authorized trainer from the training provider. - First aid qualification as per the local requirement where the certification scheme is applied. 	12
Amusement equipment attendant	<ul style="list-style-type: none"> - Secondary school. - Six month experience in amusement equipment operation or 50 working/training hours under 	8

direct supervision of authorized trainer from the training provider.

- First aid qualification as per the local requirement where the certification scheme is applied.

Training record in this category shall clearly show the completion of the below topic as minimum:

- 10.3.3.1 The operation instruction in accordance with the general and specific manufacturer instruction, international standard or as defined by the related training provider;
- 10.3.3.2 Specific rules and responsibility for each category;
- 10.3.3.3 Pre-opening procedure including inspection if any;
- 10.3.3.4 Closing procedure;
- 10.3.3.5 LOCKOUT TAGOUT procedure;
- 10.3.3.6 Terminologies used for operation;
- 10.3.3.7 Instructions for public safety in the ride and surrounding area (for example the height restriction, weight restriction and ride/device balancing)
- 10.3.3.8 Loading and unloading procedure;
- 10.3.3.9 Instructions on emergency procedure including dealing with adverse situation and proper stopping of the ride;
- 10.3.3.10 Normal operating procedure for the rides and other attractions;
- 10.3.3.11 Communications with team members;
- 10.3.3.12 Identification of restricted area for the public;
- 10.3.3.13 Local laws and followed practices including customs and traditions where the certification is taking place along with guest behavior and dealing with people with determination.

10.3.4 Category 3: Amusement Technician and assistant technician

Sub category:	Required qualification and experience prior training	Minimum training hours
Amusement Technician	<p>Diploma in any of the engineering discipline related to the field of work.</p> <p>One year experience in the related field.</p> <p>50 working/training hours under direct supervision of authorized trainer from the training provider.</p> <p>First aid qualification as per the local requirement where the certification scheme is applied.</p>	24
Amusement Technician Assistant	<p>Diploma in any of the engineering discipline related to the field of work.</p> <p>Six month experience in the related field.</p> <p>20 working/training hours under direct supervision of authorized trainer from the training provider.</p> <p>First aid qualification as per the local requirement where the certification scheme is applied.</p>	12

Training record in this category shall clearly show the completion of the below topic as minimum:

- 10.3.4.1 Rides/devices mechanical and electrical components;
- 10.3.4.2 Proper control of the ride in different situations;
- 10.3.4.3 Different types of maintenance on amusement equipment;
- 10.3.4.4 Different troubleshooting;
- 10.3.4.5 Identification of spare part specification in accordance with the manufacturer requirements and recommendations;
- 10.3.4.6 Dealing with hazardous materials (oils, grease ...etc.);
- 10.3.4.7 Electrical hazard and risk control;
- 10.3.4.8 LOCKOUT TAGOUT procedure;
- 10.3.4.9 Safety practices in dismantling, assembling and replacement of amusement rides parts/components;
- 10.3.4.10 Handling emergency situations and re-establishing the normal operation of the attraction;
- 10.3.4.11 Proper use of PPE's (Personal Protective Equipment's);
- 10.3.4.12 Safe working at height;
- 10.3.4.13 Information on any updates in the maintenance practice as well as manufacturer specific information.

10.3.5 Category 4: Soft play area, skill games and arcade games attendants

Sub category:	Required qualification and experience prior training	Minimum training hours
Soft play area attendant.	Secondary school.	4
Skill games attendant.	8 working/training hours under direct supervision of authorized trainer from the training provider.	
Arcade game attendant.	First aid qualification as per the local requirement where the certification scheme is applied.	

Training record in this category shall clearly show the completion of the below topic as minimum:

- 10.3.5.1 Introduction to hygiene standards and any equipment used;
- 10.3.5.2 Introduction on the international standard related to toys (EN 71);
- 10.3.5.3 Opening and closing procedure;
- 10.3.5.4 Safe operating procedure and permissible/allowed practices in each attraction;
- 10.3.5.5 Restricted areas for public;
- 10.3.5.6 Local laws and followed practices including customs and traditions where the certification is taking place along with guest behavior and dealing with people with determination.
- 10.3.5.7 Instructions on emergency procedure including dealing with adverse situation and proper stopping of operation;
- 10.3.5.8 Communications with team members;
- 10.3.6 Category 5: Rescue & Evacuation personnel

Sub category:	Required qualification and experience prior training	Minimum training hours
Rescue & Evacuation Personnel	<p>Diploma in any of the engineering discipline related to the field of work or a certificate of work experience in the same field.</p> <p>2 years' experience in the field.</p> <p>48 working/training hours under direct supervision of authorized trainer from the training provider.</p> <p>First aid qualification as per the local requirement where the certification scheme is applied.</p>	16

Training record in this category shall clearly show the completion of the below topic as minimum:

- 10.3.6.1 LOCKOUT TAGOUT procedure;
- 10.3.6.2 Instructions on emergency procedure including dealing with adverse situation and proper stopping of operation;
- 10.3.6.3 Proper use of emergency equipment's;
- 10.3.6.4 Proper use of PPE's (Personal Protective Equipment's);
- 10.3.6.5 Proper communication means and co-ordination with other team members and responsible personnel in the funfair area;
- 10.3.6.6 Pre and post review the evacuation plans;
- 10.3.6.7 Preparation of technical report.
- 10.4 Examination process:

The CB shall ensure the fulfillment of the examination expected duration as following:

Category	Exam expected average duration (may defer according to the funfair area)	
	Written (hrs)	Practical (hrs)
Category 1	2	4
Category 2	1	2
Category 3	2	2
Category 4	1	1
Category 5	2	2

- 10.5 Certificate validity:
 - 10.5.1 After positive certification decision, CB shall issue a certificate for the successful candidate with validity as indicated below related to each category.
 - 10.5.2 Competency certificate validity (from the date of issuance):

Category	Certificate validity (years)
Category 1	2
Category 2	1
Category 3	2
Category 4	1
Category 5	1

11 Appendix B:

Fee structure:

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- 11.1 The fee structure below is applicable in the Emirate of Dubai only. CB's offering services out of the Emirate of Dubai would be required to account for the other related expenses.

Item	Fees / person
Application fees (refer to the application validity in clause 6.16)	200 AED
Training (refer to the accepted training clause 10.2).	1000 AED / day
Examination fees	Category 1: 5000 AED
	Category 2: 450 AED
	Category 3: 600 AED
	Category 4: 450 AED
	Category 5: 450 AED
Certification fees	75 AED
Written examination retake	150 AED
Practical examination retake	300 AED
Freelance trainer fees	2000 AED / day

- 11.2 The quotation shall clearly include all the steps for the service required while the invoices needs to be split to cover each step. Payments are 100% in advance prior each particular step from the required service to ensure the impartiality of the process is not compromised and there will be no commercial undue pressure on the CB.
- 11.3 The freelance trainers may be added in the pool of trainers under supervision by the scheme development committee. The trainers cannot provide their services directly to the facility as this poses risk to impartiality since they may be exposed to the CB's examination process. Once freelance trainer is booked, he/she will have to be paid in advance during the booking. Trainers whom are added on the pool of trainers works only under any CB with no preference to any CB over the other. CB's impartiality and confidentiality process needs to be followed.